

**Centennial Animal Services  
November 2009 Monthly Report  
December 18, 2009**

## **Summary**

Centennial Animal Services (CAS) remained committed to protecting the safety, health, and quality of life in Centennial while protecting the welfare of animals during November 2009. These efforts resulted in Animal Welfare Officers responding to 423 calls for service to include: 72 dogs at large, 9 noisy pets, 117 animal license checks, 14 animal impounds, 2 bite cases and 6 aggressive animal. The Department investigated 10 complaints of animal cruelty and responded to 1 animal rescue. There were 120 telephone calls received and 40 lost and found animal reports taken.

Enforcement activities resulted in 32 individuals being educated/verbal warnings, 18 written warnings, 9 summons and complaints being issued and 16 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled, these efforts resulted in a 94% animal save rate with 56% of animals returned in the field, 13% returned from the kennel, and 25% adopted into new homes.

## **Activity**

### **Field Services**

- 423 Calls for Service: 77 - District 1, 71- District 2, 113- District 3, 147- District 4, 15 - Outside of City
- Dangerous and Potentially Dangerous Animals
  - 6 – Investigation
  - 2 – Animal Bites Reported
  - 0 – Summons and Complaints Issued
  - 0 – Animal Confiscated
- Enforcement Action: 32 Education/Verbal Warning, 18 Written Warnings, 9 Summonses

### **Animals Handled**

- 16 Animals Handled: 16 Dogs, 0 Cats, 0 Others
- 94% Animal Save Rate: 56% Returned in the Field, 13% Returned from Kennel, 25% Adopted

### **General Information**

- 120 Telephone Calls, 45 Citizens Walk Ins, 3,562 Miles Driven

## **Revenue**

### **Monthly**

- \$2,855 in revenue was collected
  - \$2,563 Licensing
  - \$292 Fees

### **Year to Date**

- \$51,226.73 in revenue has been collected, which is approximately 15% below the 2009 YTD projected budget of \$60,500.

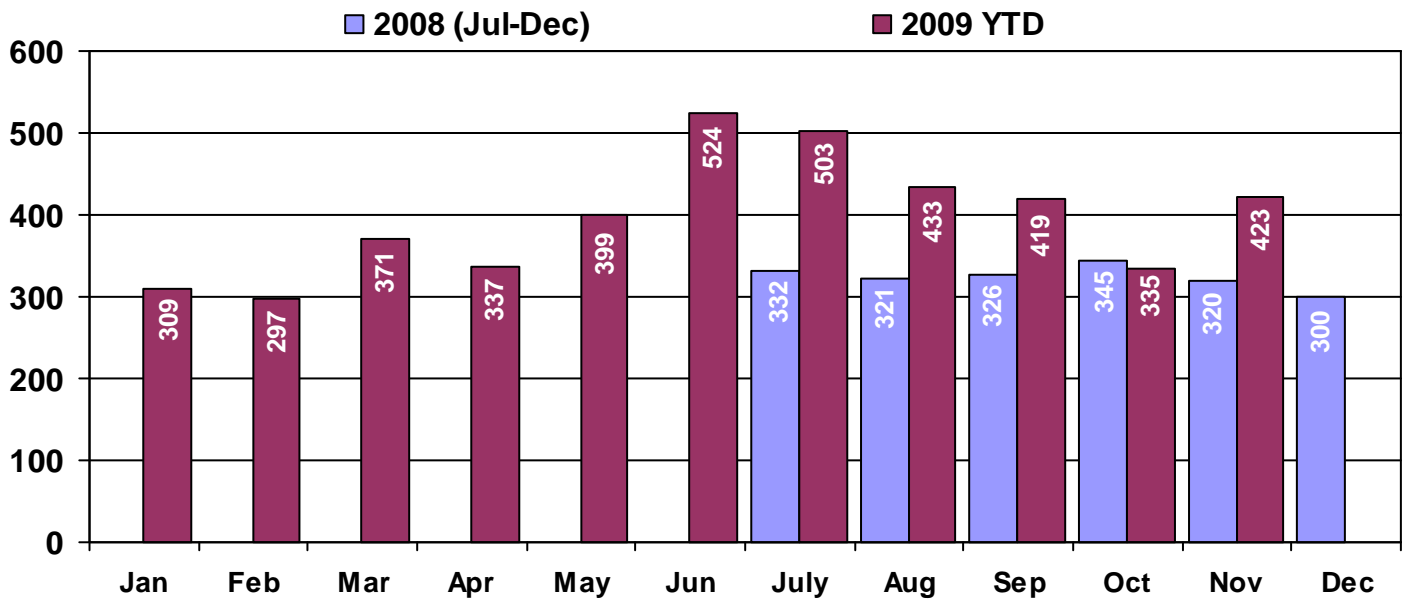
## Other Activity/Special Projects

- CAS will provide public education and engage in positive community relations
  - Developing an animal safety and care curriculum for pre-school and elementary students with the goal to implement educational programs in area schools during 2010
- Facilitate a more timely and effective response during emergency situations by cross training Centennial and Douglas County Animal Welfare Officers
  - Amanda Schrock (Centennial) completed cross training program
  - Currently testing and interviewing to fill expected vacancy—should have new Officer in training January 2010
- CAS will aggressively pursue cost recovery efforts by increasing license sales and maximizing the collection of animal related fees
  - Following up on expired animal licenses—efforts in November resulted in 117 tag checks and 132 licenses sold

## Field Services

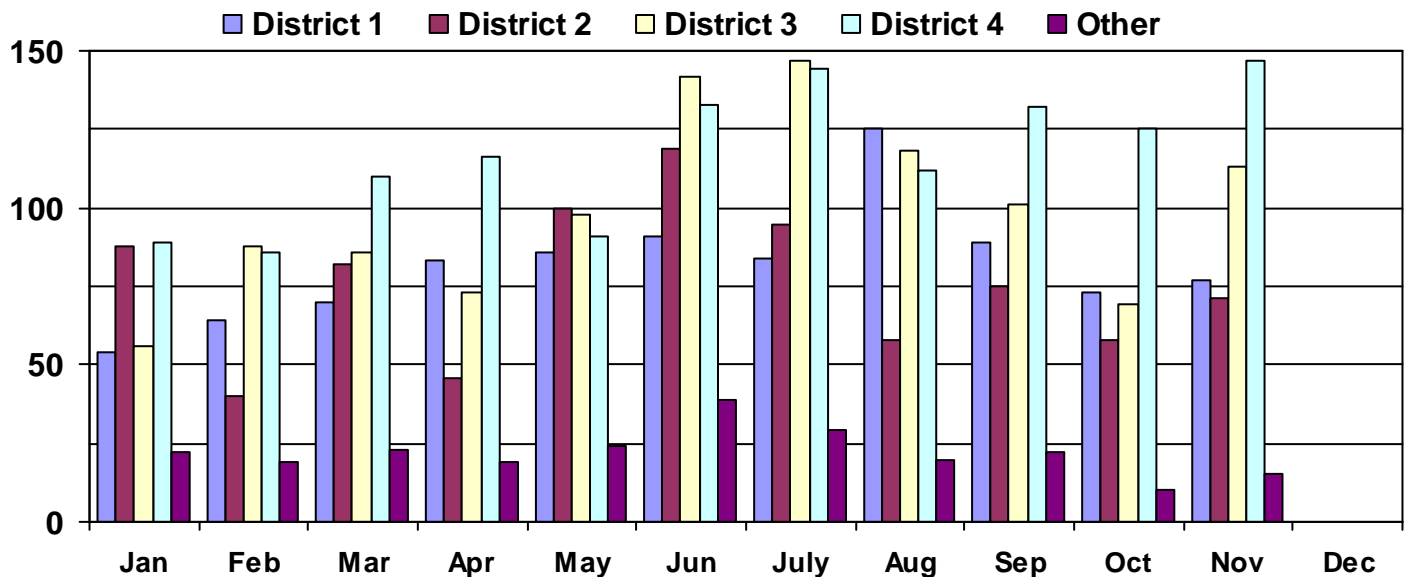
Centennial Animal Services has responded to 4,346 calls for service YTD - 896 in District 832 in District 2, 1,091 in District 3, 1,285 in District 4, and 242 outside of the City. Enforcement actions have resulted in 359 Education/Verbal Warnings, 166 Written Warnings, and 111 Summons and Complaints. There have been 114 Dangerous and Potentially Dangerous (DA/PDA) investigations, 73 Animal Bites, 15 summons and complaints for DA/PDA have been issued and 15 animals confiscated as a result DA/PDA enforcement action.

### Total Calls for Services



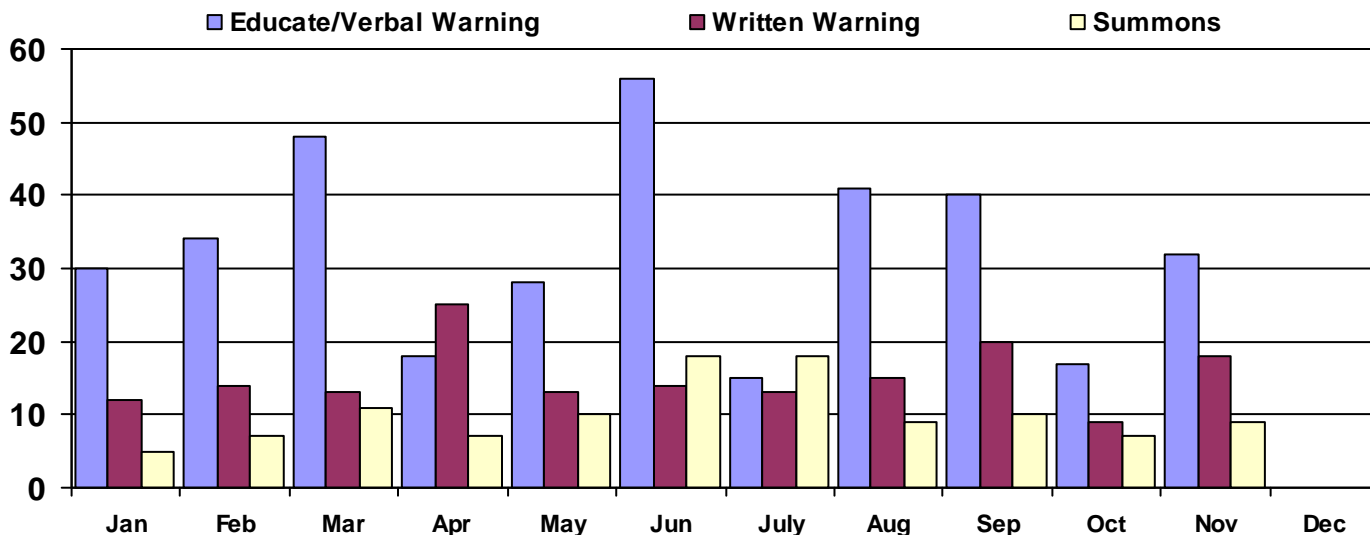
In November 2009 Animal Welfare Officers responded to 423 calls for service to include: 72 dogs at large, 9 noisy pets, 117 animal license checks, 16 animals handled, 2 animal bite cases and 6 aggressive animals. The Department investigated 10 complaints of animal cruelty and responded to 1 animal rescues.

### Calls for Services by District



Attempts to educate and mediate are most often the first method of resolution. When these techniques fail a written warning or summons and complaint may be issued. These methods help to reduce the number of repeat offenders, animals impounded, and more effectively managed long-term problems. The actions taken to enhance public safety and protect animal welfare have resulted in 359 education/verbal warnings, 166 written warnings, and 111 summons and complaints year to date. In November CAS issued 32 education/verbal warnings, 18 written warnings, 9 summons and complaints.

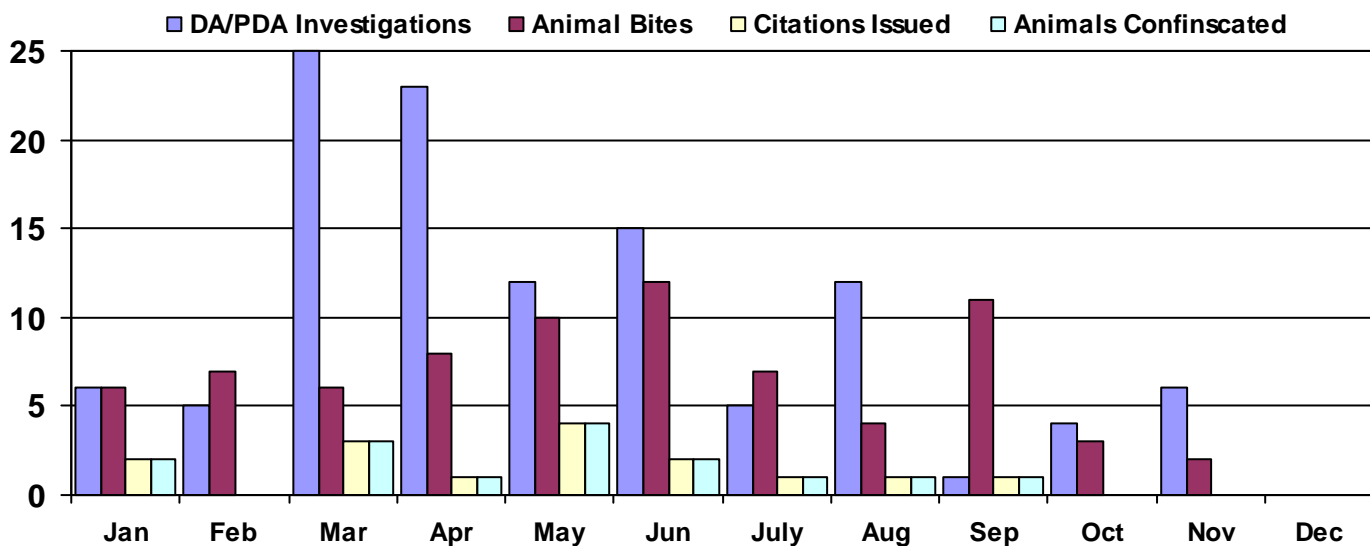
### Actions Taken



The term Dangerous or Potentially Dangerous Animal (DA/PDA) refers to any response that results from a report of a domestic animal displaying threatening behaviors (growling, hackles raised, baring teeth, chasing, charging), making aggressive physical contact with a person or domestic animal, or causing bodily or serious bodily injury. An animal bite occurs when a bite from a domestic or wild animal causes a break in the skin of a human. Every DA/PDA and animal bite is promptly investigated and appropriate action is taken.

The numbers of DA/PDA Reports, Animal Bites, Citations Issued for DA/PDA, and Animals Confiscated as a result of citations issued are reported below. Year to date CAS has conducted 114 DA/PDA Investigations, processed 76 Animal Bites, Issued 15 DA/PDA Summons, and Confiscated 15 Animals. In November there were 6 DA/PDA Investigation, 2 Animal Bites, 0 DA/PDA Summons, and 0 Animal Confiscated.

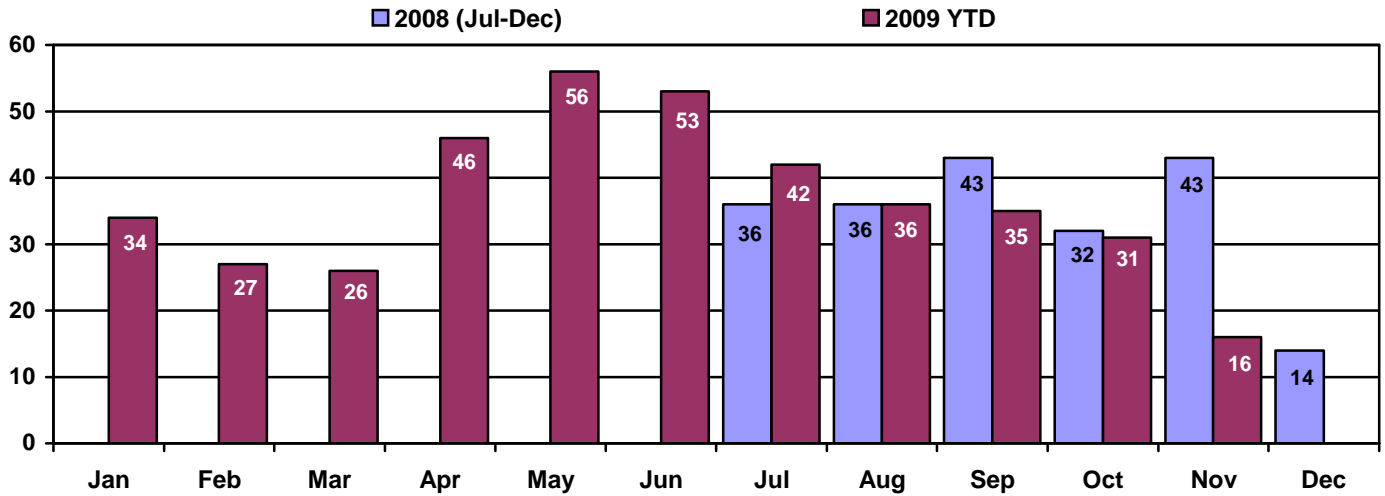
### Dangerous & Potentially Dangerous Animals



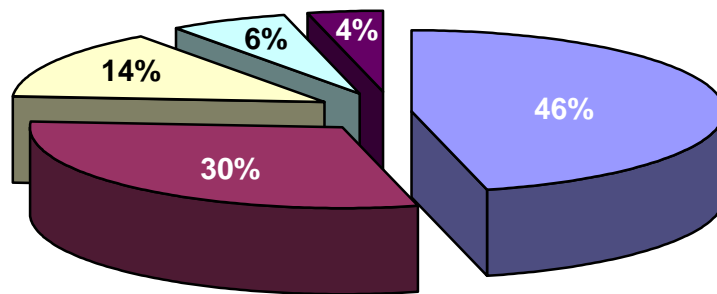
## Animals Impounded

Year to date CAS has handled 404 animals: 346 Dogs, 38 Cats, 20 Others. 90% of these animals have been saved. In November 16 animals were handled: 16 dogs, 0 cats, 0 others and 94% of these animals were saved.

### Animals Handled

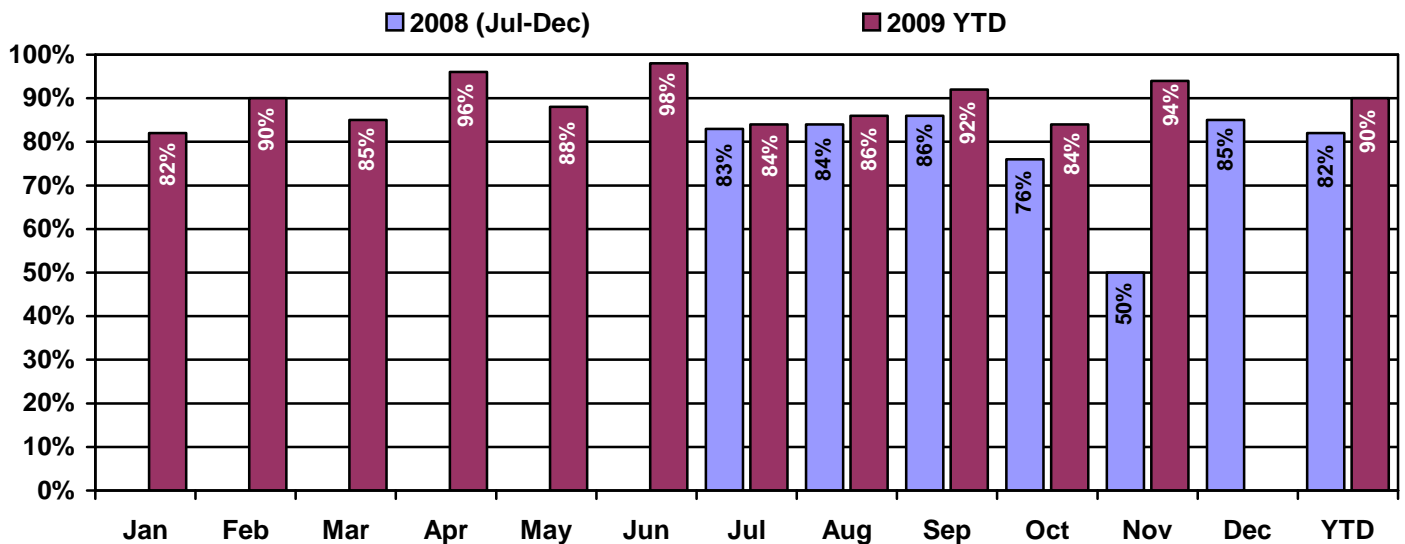


### Year to Date Animal Outcomes



■ Returned to Owner in Field   
 ■ Returned to Owner from Kennel   
 ■ Adopted   
 ■ Euthanized   
 ■ DOA

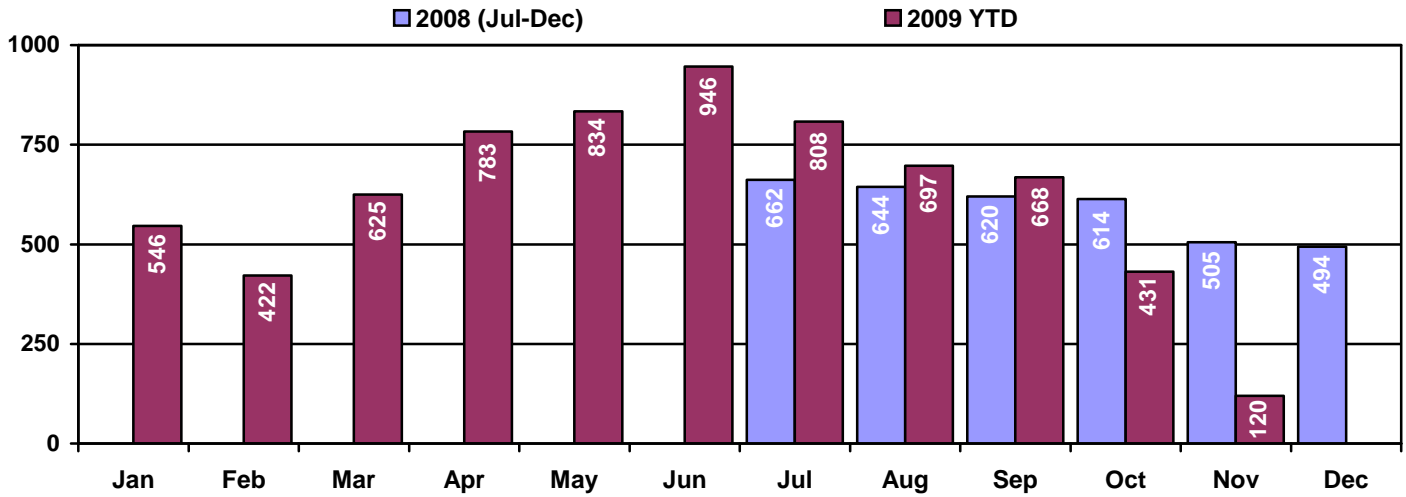
### Animal Save Rate



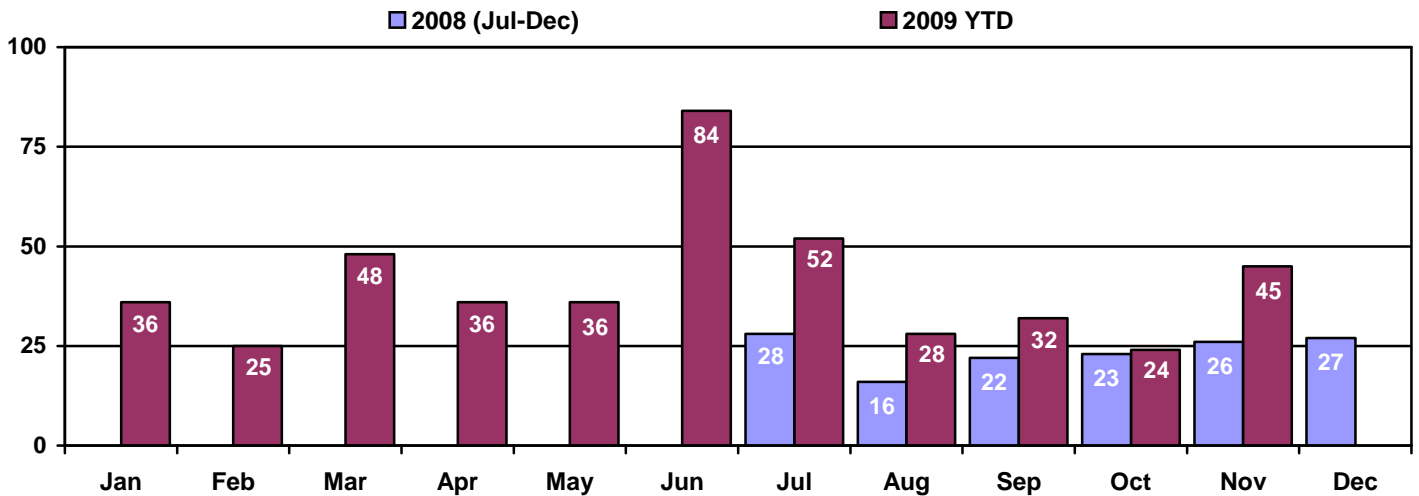
## General Information

A total of 6,880 telephone calls have been received, 446 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 45,199 miles without accident or injury.

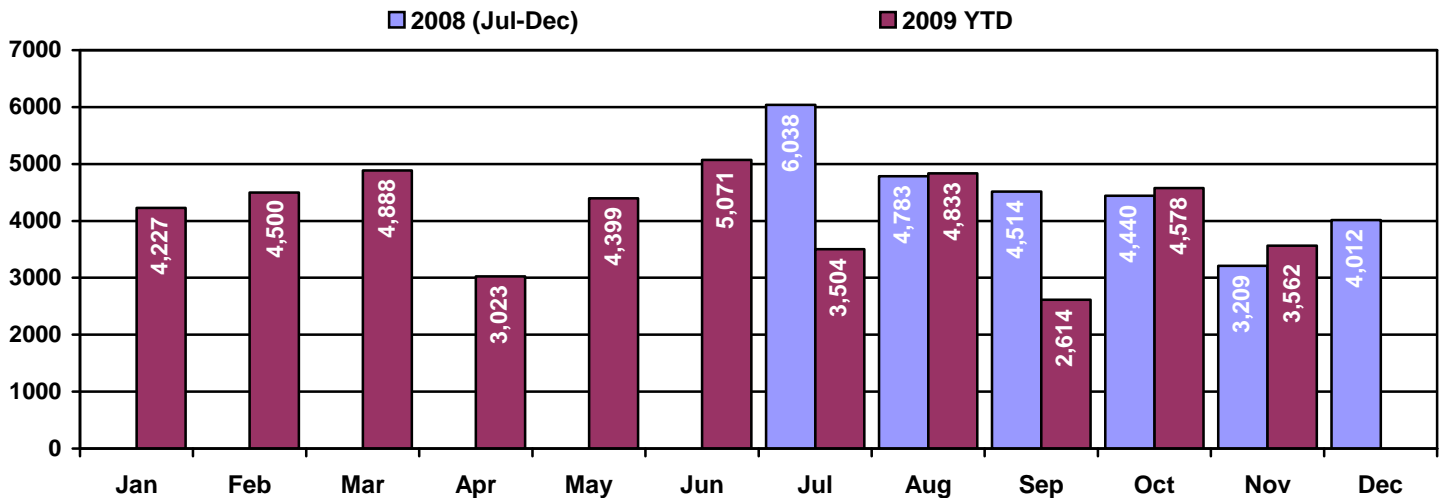
### Telephone Calls



### Citizen Walk-Ins



### Miles Driven

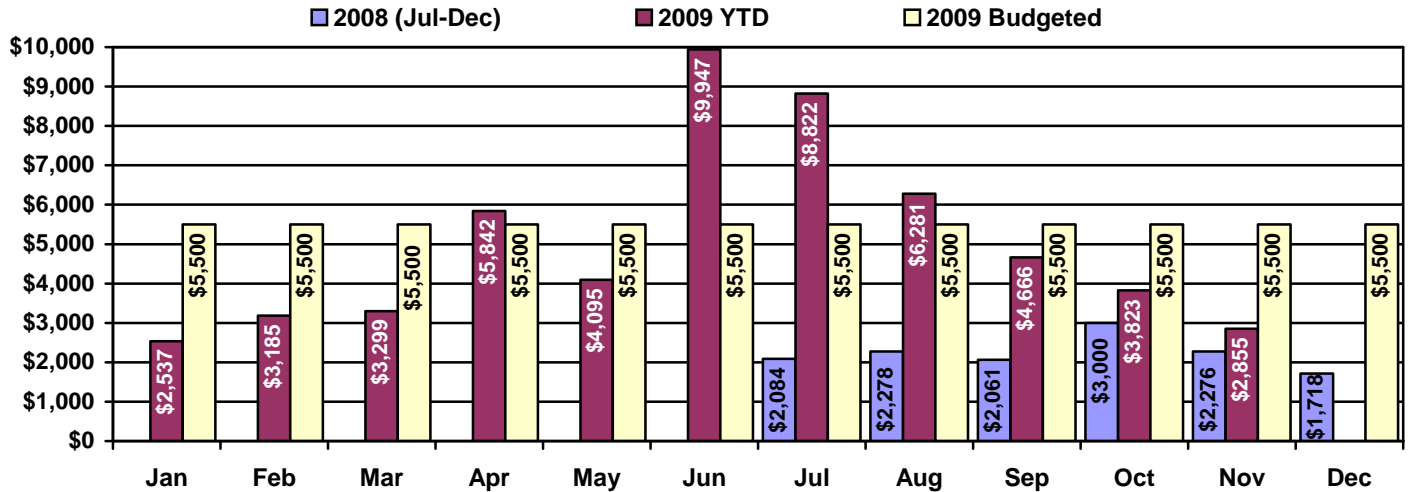


## Revenue

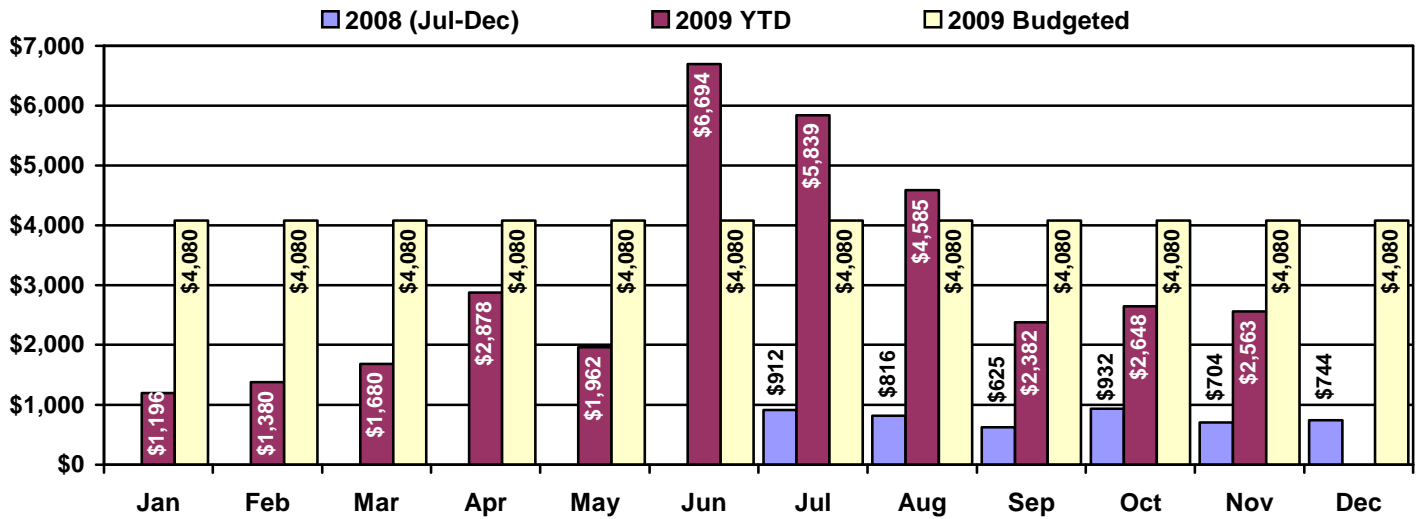
CAS has generated total revenue of \$51,226 year to date. This is approximately 15% below the \$60,500 YTD total budgeted amount.

- Animal Licensing – \$33,807 YTD approximately **25% below** the \$44,880 budgeted YTD
- Animal Fee – \$17,420 YTD approximately **11% above** the \$15,587 budgeted YTD

### Total Revenue



### License Revenue



### Fee Revenue

